

Enterprise Incident Report November 2011

As of 12/5/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
AGRC	1	14	15
	0	4	4
Customer Company Total	1	14	15
	0	4	4

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
AGRC	1 0	14 3	15 3
Customer Company Total	1 0	14 3	15 3

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AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
AGRC	1 0.19	14 0.62	15 0.59
Customer Company Total	1 0.19	14 0.62	15 0.59

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
AGRC	1 0	14 1	15 1
Customer Company Total	1 0	14 1	15 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
AGRC	1 1.59	14 4.04	15 3.88
Customer Company Total	1 1.59	14 4.04	15 3.88

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Detail

INC000000409317	Scott T Davis	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.64
	Application Services	Tony Larsen	AGRC	Low Closed	TTR Missed: Yes	TTR: 36.21
INC000000410482	Scott T Davis	Server	Error	None	TIR Missed: No	TIR: 0.95
	Network Operations	Kelli Okumura	AGRC	Low Resolved	TTR Missed: No	TTR: 1.90
INC000000410890	Christy Heaton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	AGRC	Low Closed	TTR Missed: No	TTR: 0.00
INC000000412017	Matt Peters	Network	Incident	None	TIR Missed: Yes	TIR: 1.07
	Capitol Hosting	Mike Tyrrell	AGRC	Low Closed	TTR Missed: No	TTR: 3.73
INC000000416341	Cindy Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	AGRC	Low Closed	TTR Missed: No	TTR: 0.00
INC000000416615	David Buell	Network	Error	None	TIR Missed: Yes	TIR: 1.01
	Network Operations	Brian Chatwin	AGRC	Low Resolved	TTR Missed: No	TTR: 3.12
INC000000417036	Matt Peters	Server	None	None	TIR Missed: No	TIR: 0.19
	Capitol Hosting	Joe Benson	AGRC	High Resolved	TTR Missed: No	TTR: 1.59
INC000000417329	Matt Peters	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Hosting	Curtis Parker	AGRC	Low Closed	TTR Missed: No	TTR: 0.00
INC000000417422	Scott T Davis	Wireless Connectivity	Error	None	TIR Missed: No	TIR: 0.11
	Network Operations	Dave Bodily	AGRC	Low Closed	TTR Missed: No	TTR: 0.50
INC000000417445	Scott T Davis	Network	None	None	TIR Missed: No	TIR: 0.25
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low Closed	TTR Missed: No	TTR: 0.50
INC000000418243	Spencer Jenkins	Application	Error	None	TIR Missed: No	TIR: 0.38
	Capitol Hosting	Joe Benson	AGRC	Low Resolved	TTR Missed: No	TTR: 0.38
INC000000418307	Michael Foulger	Server	Error	None	TIR Missed: Yes	TIR: 3.92
	Capitol Hosting	Conn Peterson	AGRC	Low Resolved	TTR Missed: No	TTR: 3.92
INC000000418405	Scott T Davis	Server	Error	None	TIR Missed: No	TIR: 0.07
	Capitol Hosting	Joe Benson	AGRC	Low Resolved	TTR Missed: No	TTR: 5.80
INC000000420837	Hussein Yazdani	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	AGRC	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000421719	Hussein Yazdani	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.29
	Capitol Desktop Support	Brian Bintz	AGRC	Low Resolved	TTR Missed: No	TTR: 0.52